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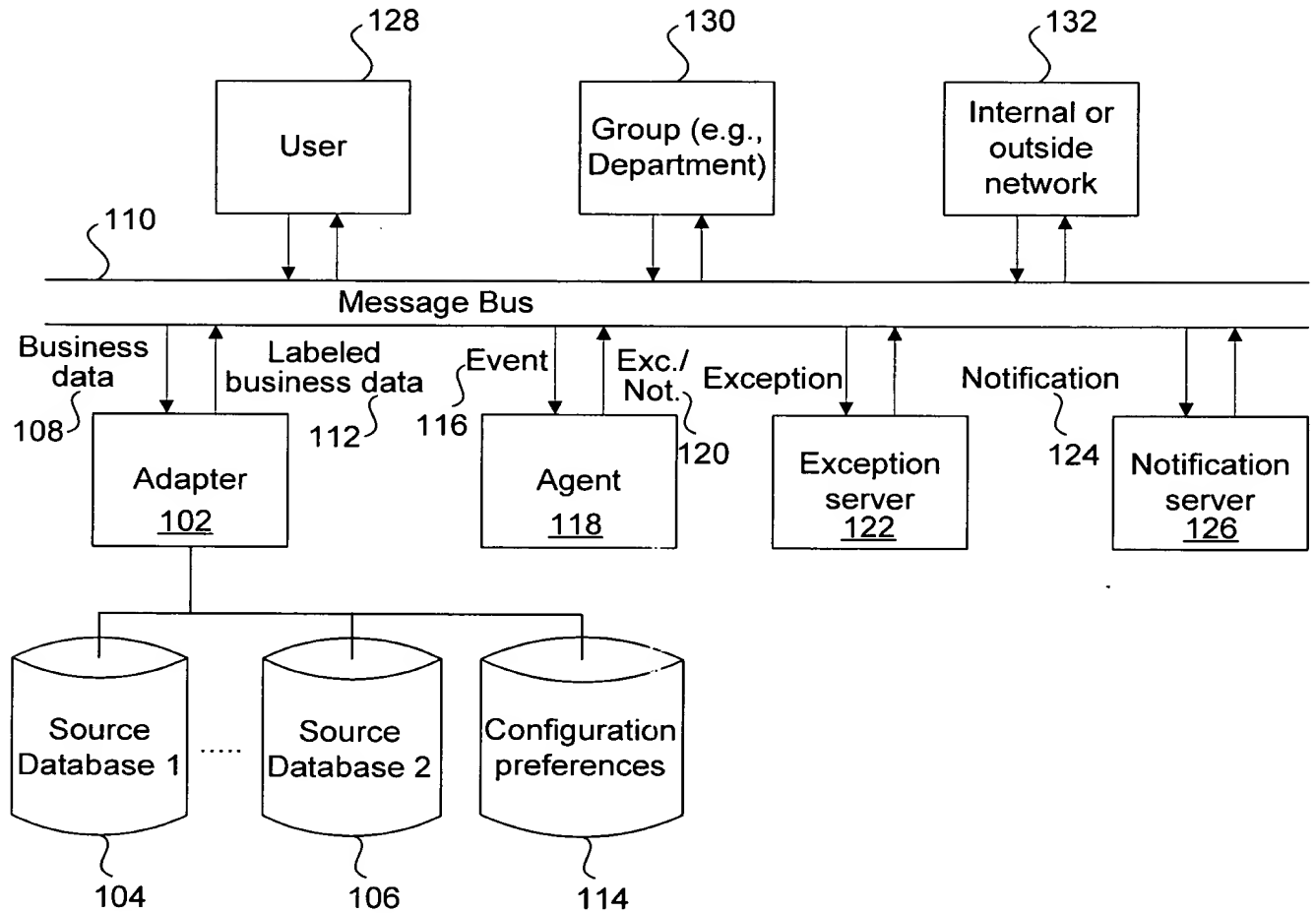


FIG. 1



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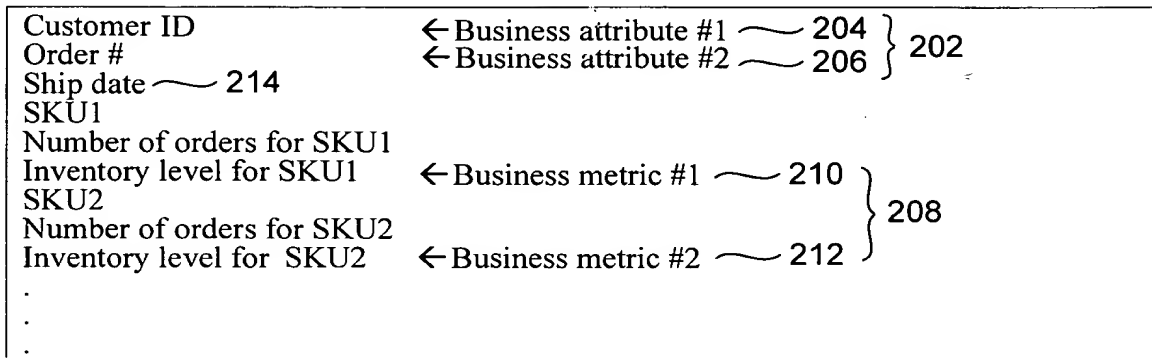


FIG. 2

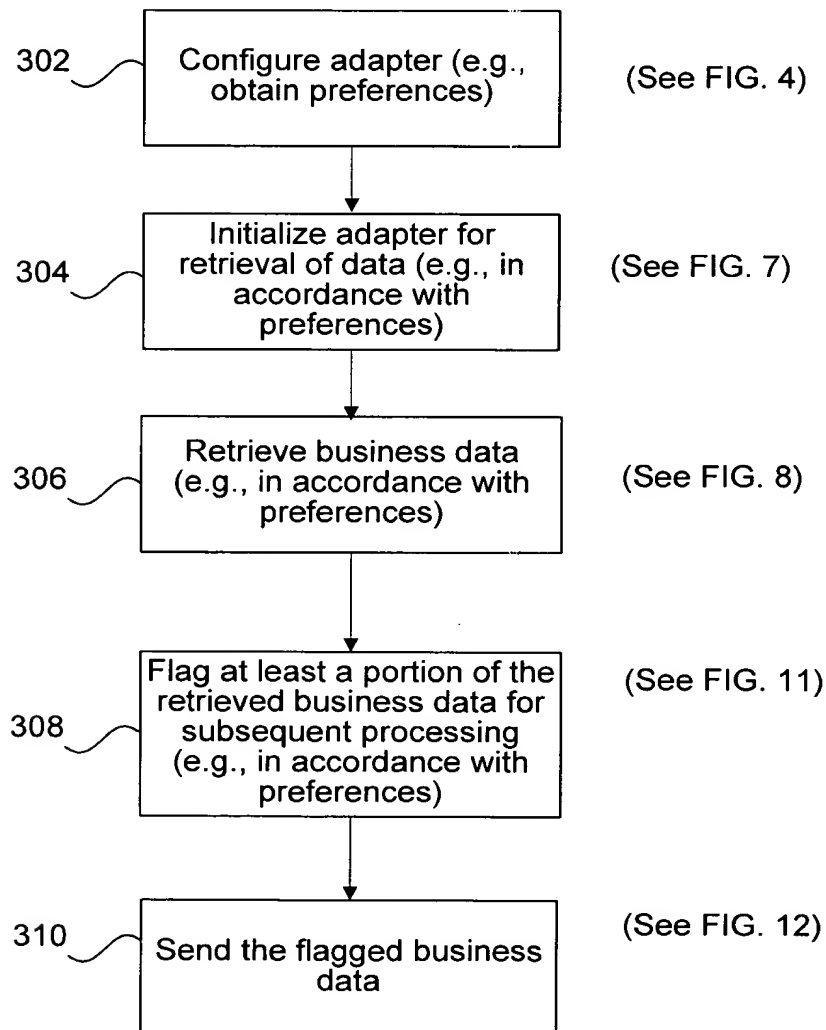
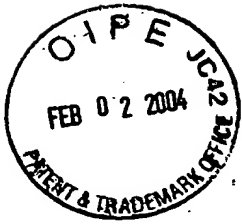


FIG. 3



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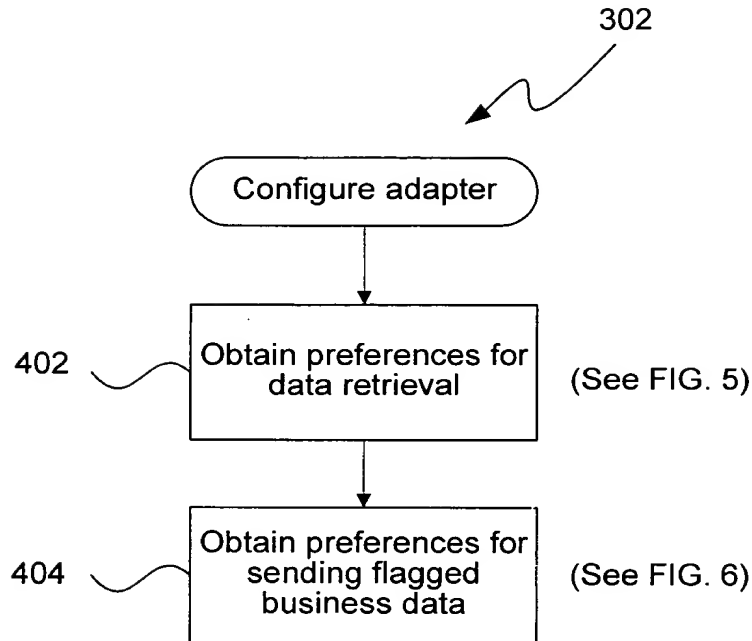


FIG. 4

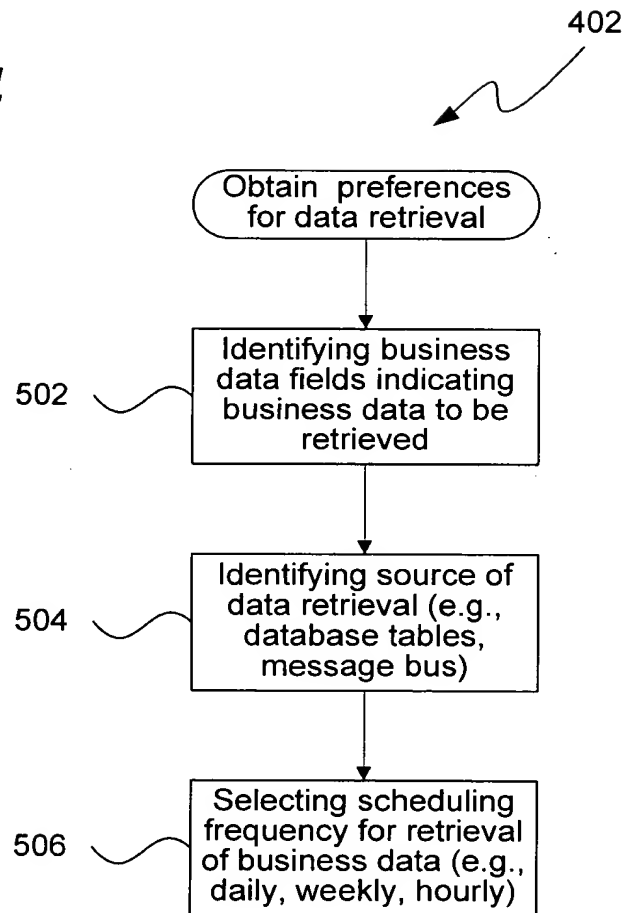


FIG. 5



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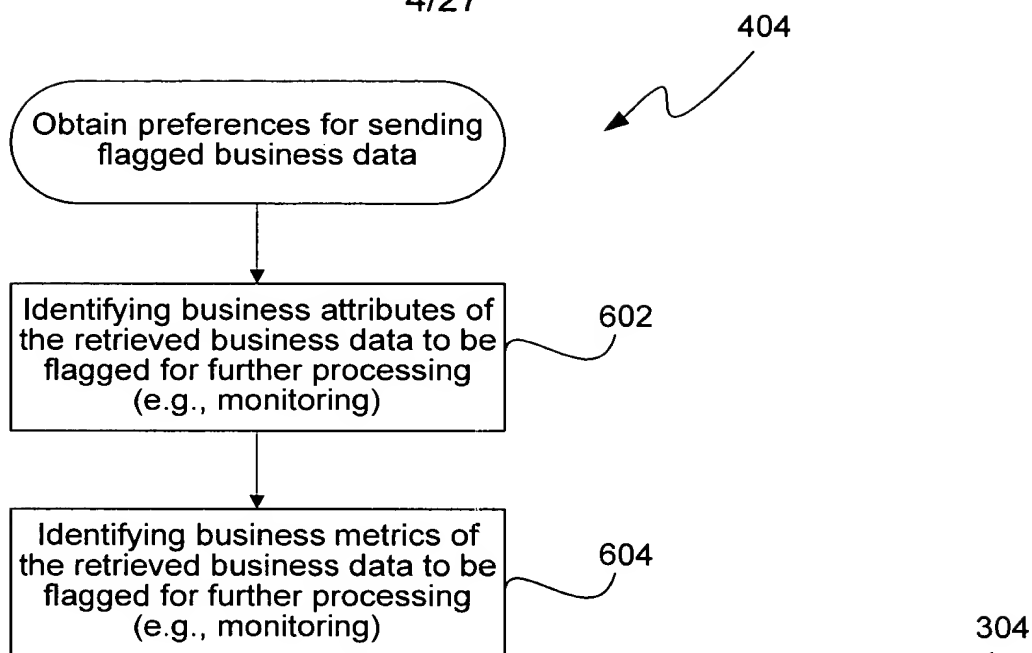


FIG. 6

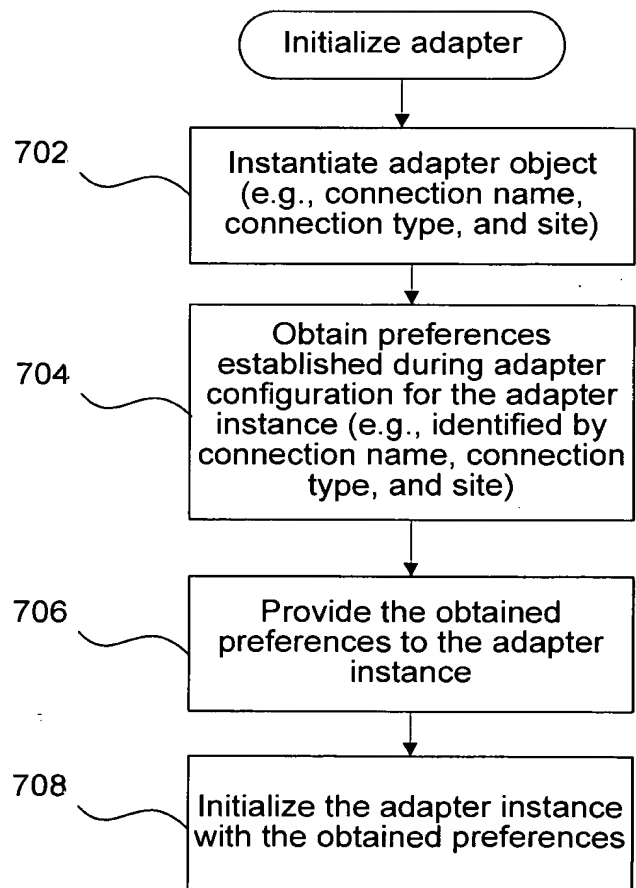
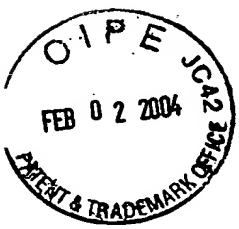


FIG. 7



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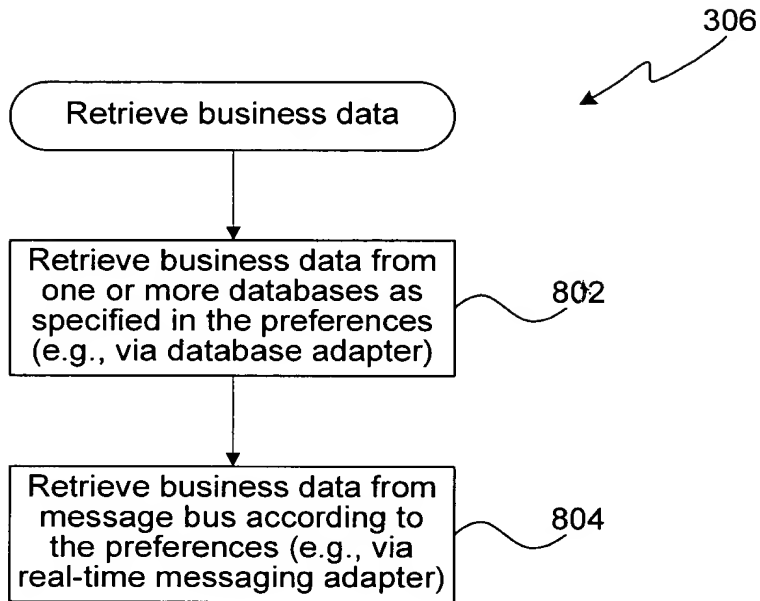


FIG. 8

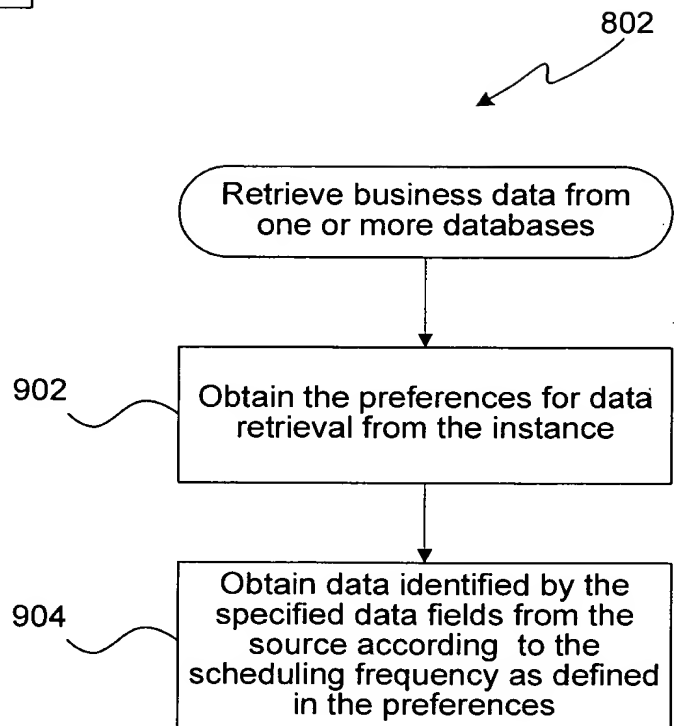


FIG. 9



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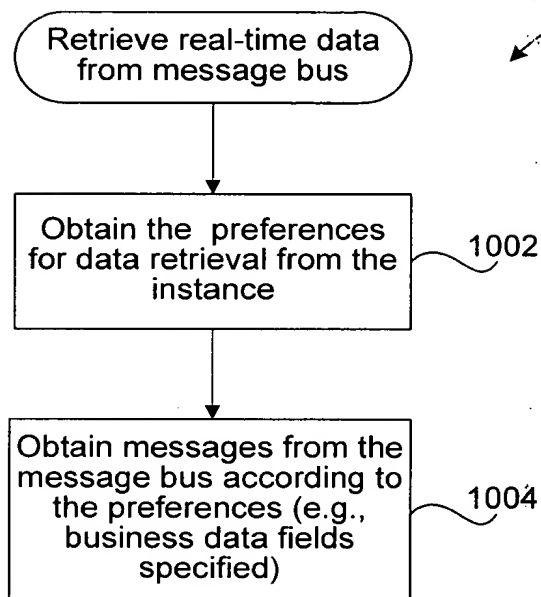


FIG. 10

1102				
Attribute name	Data type	Attribute value	Attribute #	Metri value flag
Customer	Strin	"SHOES INC"	1	
Order No.	Integer	42859	2	
Ship date	Strin	"01/04/01"		
SKU1	Integer	000195		
Number of orders – SKU1	Integer	4		
Inventory level for SKU1	Integer	97		1
SKU2	Integer	000228		
Number of orders – SKU2	Integer	16		
Inventory level for SKU2	Integer	31		2

FIG. 11



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Message

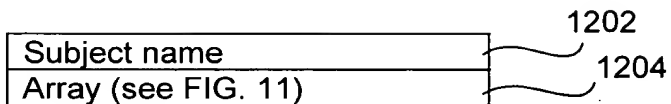


FIG. 12

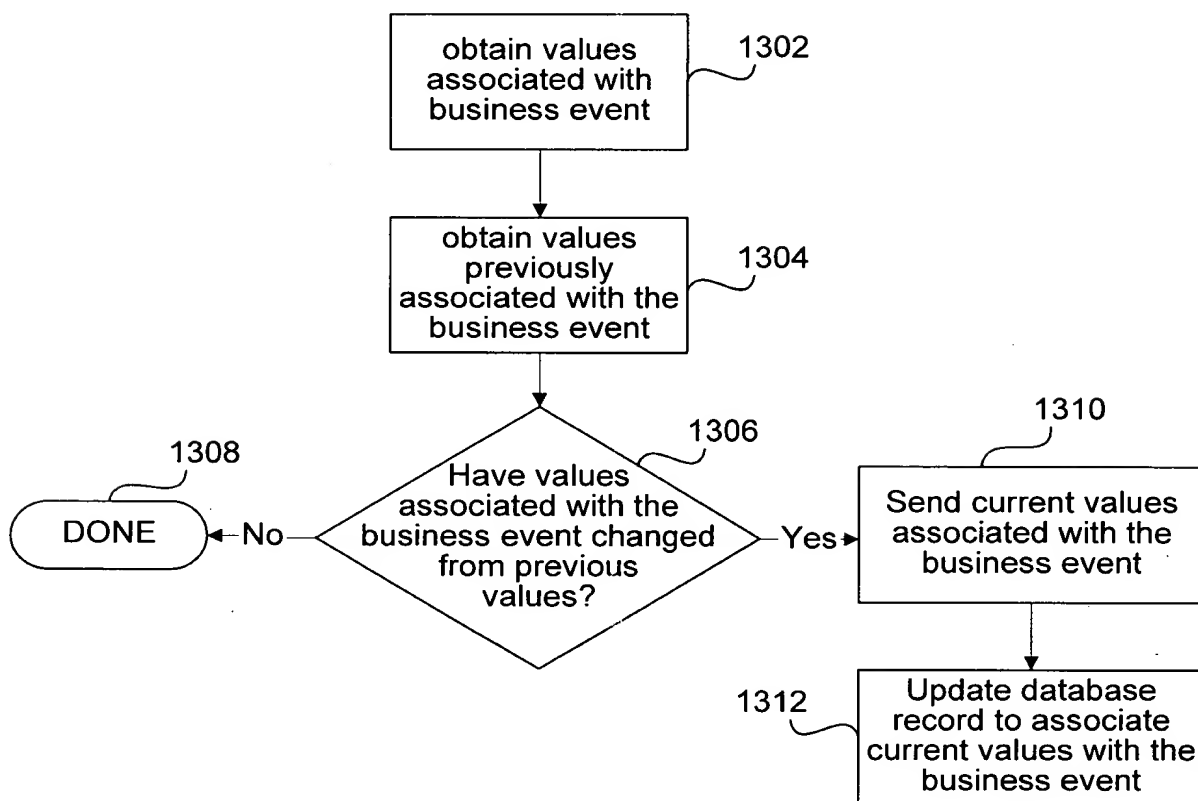


FIG. 13

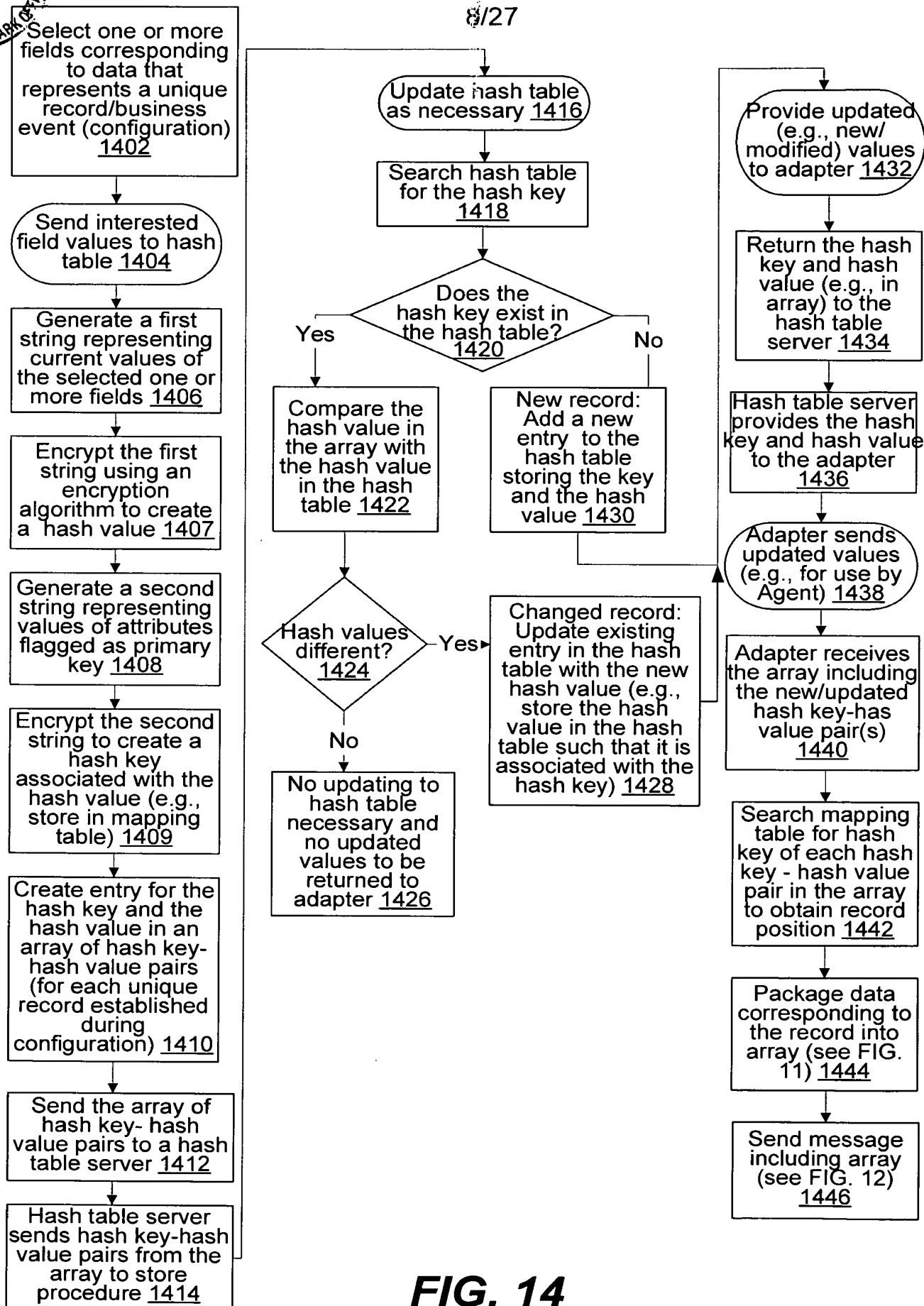


FIG. 14



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1502 Hash key	1504 Hash value
Key 1	String 1
Key 2	String 2

FIG. 15

1602 Hash key	1604 Mapping Table Original record position (e.g., pointer)

FIG. 16

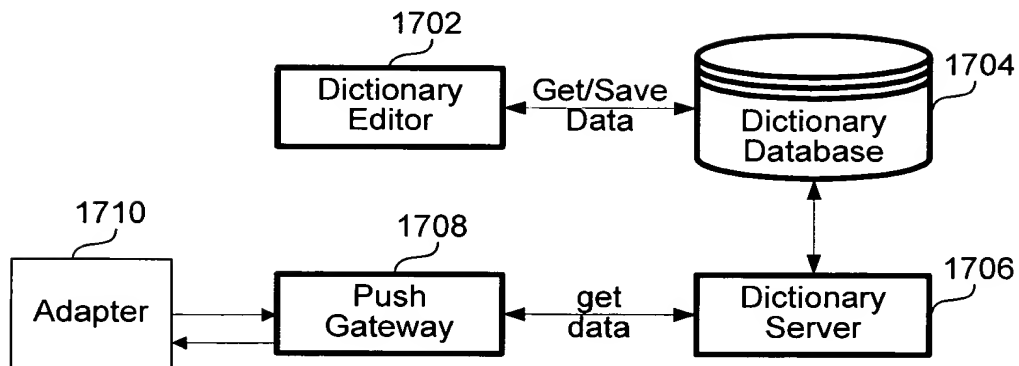


FIG. 17



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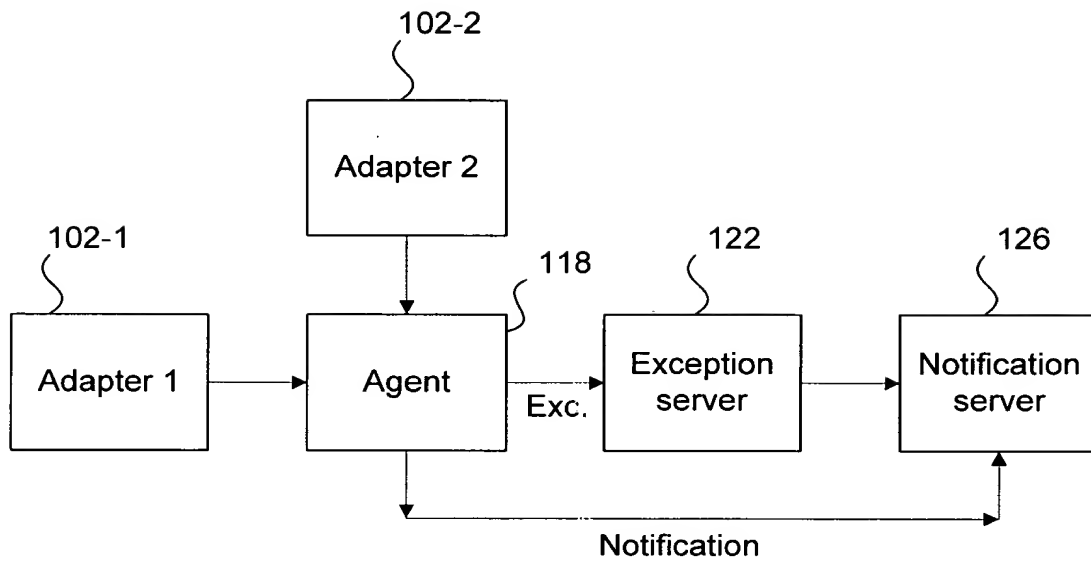


FIG. 18



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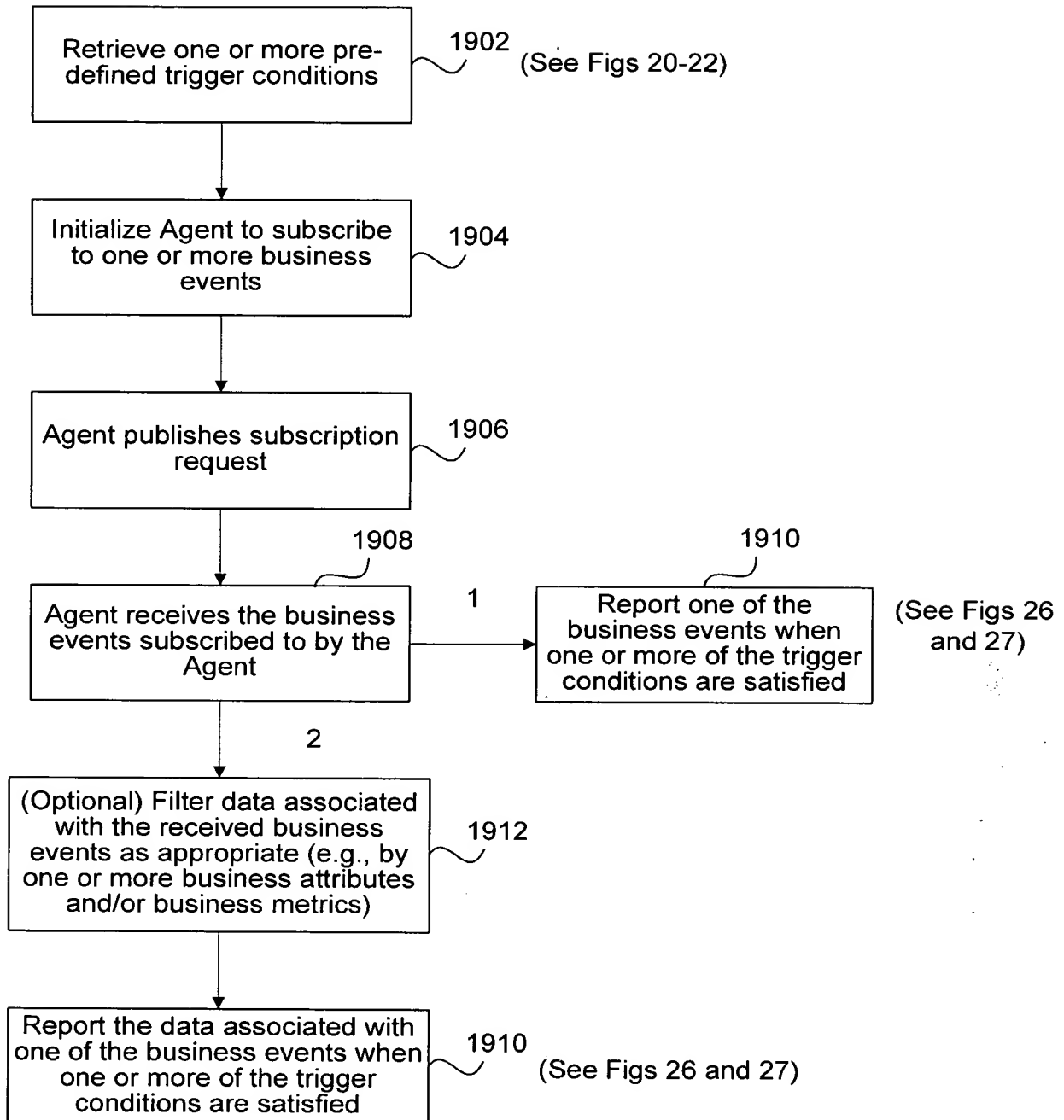


FIG. 19

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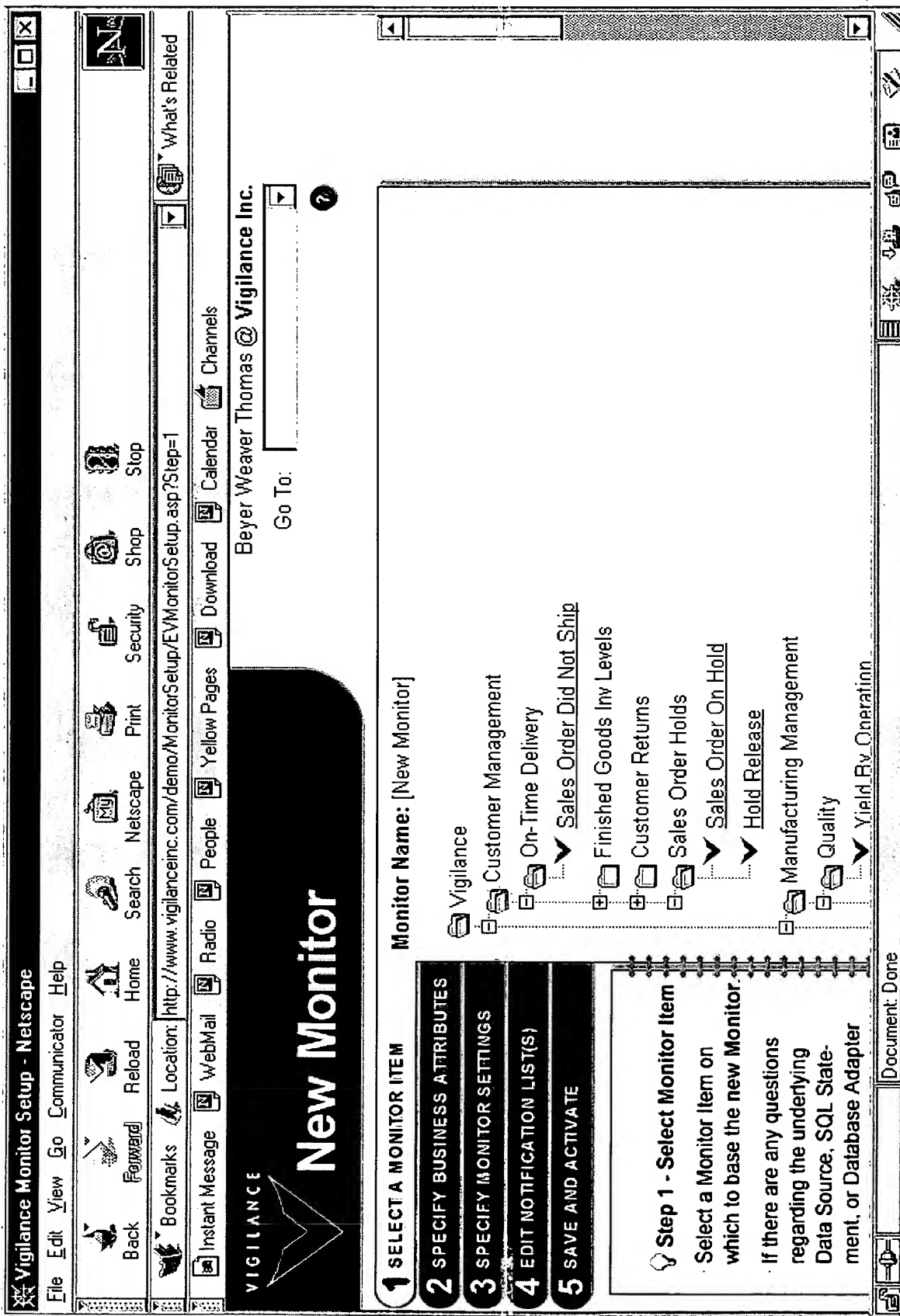


FIG. 20



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FIG. 21

Vigilance Monitor Setup - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Location: <http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?MonitorItem=latestshipment&Step=2> What's Related

Instant Message WebMail Radio People Yellow Pages Download Calendar Channels

VIGILANCE

New Monitor

Beyer Weaver Thomas @ Vigilance Inc.

Go To:

1 SELECT A MONITOR ITEM

2 SPECIFY BUSINESS ATTRIBUTES

3 SPECIFY MONITOR SETTINGS

4 EDIT NOTIFICATION LIST(S)

5 SAVE AND ACTIVATE

Monitor Name: [New Monitor]

Monitor Item: Sales Order Did Not Ship

Business Attribute: Order

Enter/Select Attribute Values

Track These Values

[All Values]

Business Attribute: Product Family

Enter/Select Attribute Values

Track These Values

[All Values]

Business Attribute: Plant

Enter/Select Attribute Values

Track These Values

[Select Values]
DiskDrive100
DiskDrive200
HardDrive100
PackagedDrives

Step 2 - Specify Business Attribute Values

Business Attribute Values are case-sensitive.

Business Attribute Values are optional.

Document Done



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FIG. 22

Vigilance Monitor Setup - Netscape
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Bookmarks Location: <http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=3> What's Related

Instant Message WebMail Radio People Yellow Pages Download Calendar Channels

Bayer Weaver Thomas @ Vigilance Inc.
Go To: ?

New Monitor

1 SELECT A MONITOR ITEM
2 SPECIFY BUSINESS ATTRIBUTES
3 SPECIFY MONITOR SETTINGS
4 EDIT NOTIFICATION LIST(S)
5 SAVE AND ACTIVATE

Monitor Name: [New Monitor]
Monitor Item: Sales Order Did Not Ship

Select Exception Desk Setting

☒ Enable Collaboration/Tracking from the Exception Desk and send Notification
☐ Disable the Exception Desk for this Monitor-Notification Only

Edit Monitor Default Values

Priority: High
Assign to: Bayer Weaver Thomas

Select A Trigger Condition

Date Comparison
☒ Current Schedule Date is Before
Customer Request Date + 0 days
*System will compare against the date and time specified on Sales Order Did Not Ship

Step 3 - Specify Monitor Settings

- Only one Trigger may be selected per Monitor.
- Detailed help for each Trigger type may be accessed by clicking on the ? button next to the corresponding Trigger.
- Default Monitor Priority and Assign To values may be modified by Notification List settings.

Document: Done

Start GroupWise Mailbox Vigilance Monitor S... Data on Main (t:) Patents V's (C:) 6:18 PM



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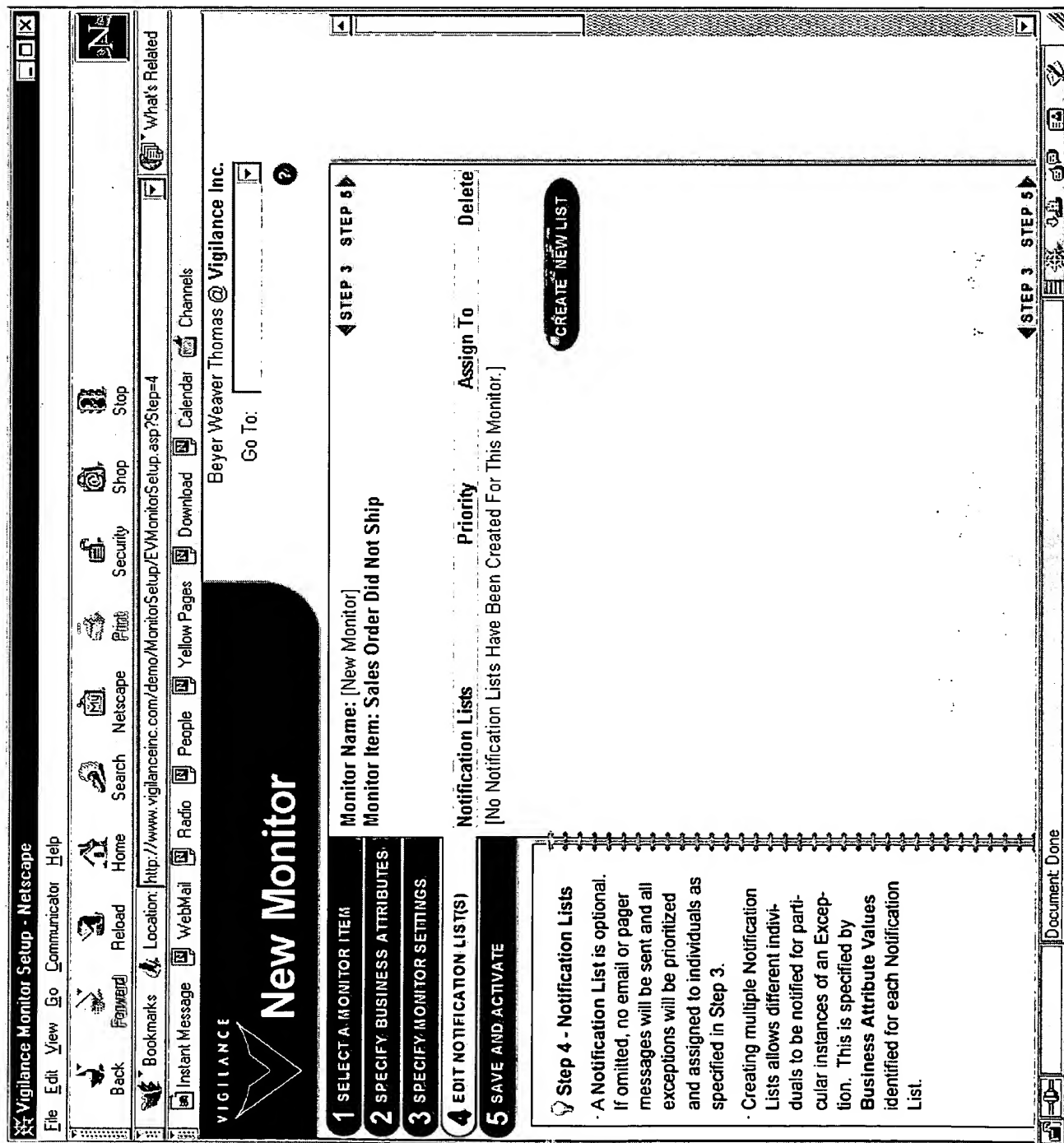


FIG. 23

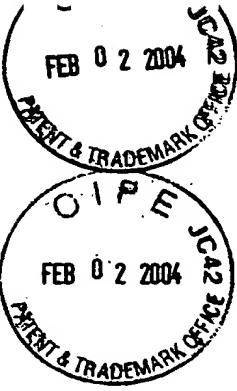


FIG. 24A

Vigilance Monitor Setup - Netscape

File Edit View Go Communicator Help

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Bookmarks Location: http://www.vigilanceinc.com/demo/MonitorSetup/EV/MonitorSetup.asp?Step=6

Instant Message WebMail Radio People Yellow Pages Download Calendar Channels

What's Related

VIGILANCE

New Monitor

Beyer Weaver Thomas @ Vigilance Inc.

Go To:

1 SELECT A MONITOR ITEM

2 SPECIFY BUSINESS ATTRIBUTES

3 SPECIFY MONITOR SETTINGS

4 EDIT A NOTIFICATION LIST

5 SAVE AND ACTIVATE

Monitor Name: [New Monitor]

Monitor Item: Sales Order Did Not Ship

List Name: [New List]

FINISH LIST

Select Notification Method

☒ E-Mail ☐ Alphanumeric pager ☐ Numeric pager

☐ Disable Notification Grouping for selected users.*

Select Users

Users

Alexander Jeffers

Amie Wang

Andy Sawran

Anessa Katz

Beyer Weaver Thomas

Bill Bailey

Bill Gilster

Bob Durose

Brian Clausen

Notification Recipients

Beyer Weaver Thomas(E)

Select Notification Time

☒ At All Times or

☐ From : : AM to : : PM

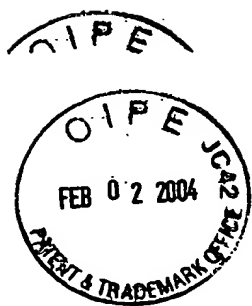
Select Notification Days

Step 4 - Notification Lists

A Notification List is optional. If omitted, no email or pager messages will be sent and all exceptions will be prioritized and assigned to individuals as specified in Step 3.

Creating multiple Notification Lists allows different individuals to be notified for particular instances of an Exception. This is specified by Business Attribute Values identified for each Notification List.

Document Done



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Vigilance Monitor Setup - Netscape
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Bookmarks Location: <http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=6>

Instant Message WebMail Radio People Yellow Pages Download Calendar Channels

What's Related

VIGILANCE

New Monitor

Beyer Weaver Thomas @ Vigilance Inc.

Go To:

Select Notification Days

☒ Everyday or

☐ M, ☐ Tu, ☐ W, ☐ Th, ☐ F, ☐ Sa, ☐ Su

Select Notification Delay

☒ Notify immediately, no delay.

☐ Notify after days

☐ Notify when Exception Status is

Field-Based Notification (Based on Email Address or Alias)

☐ Use Field-Based Notification

☐ [Select One Monitor Item Attribute]

☐ Enable Safety Net [Select One User]

Notification Method:

☐ E-Mail ☐ Alphanumeric Pagers ☐ Numeric Pagers

Notify These Recipients For

☐ All exceptions of this monitor

☒ Specific exceptions of this monitor (By Business Attributes)

Document: Done

FIG. 24B

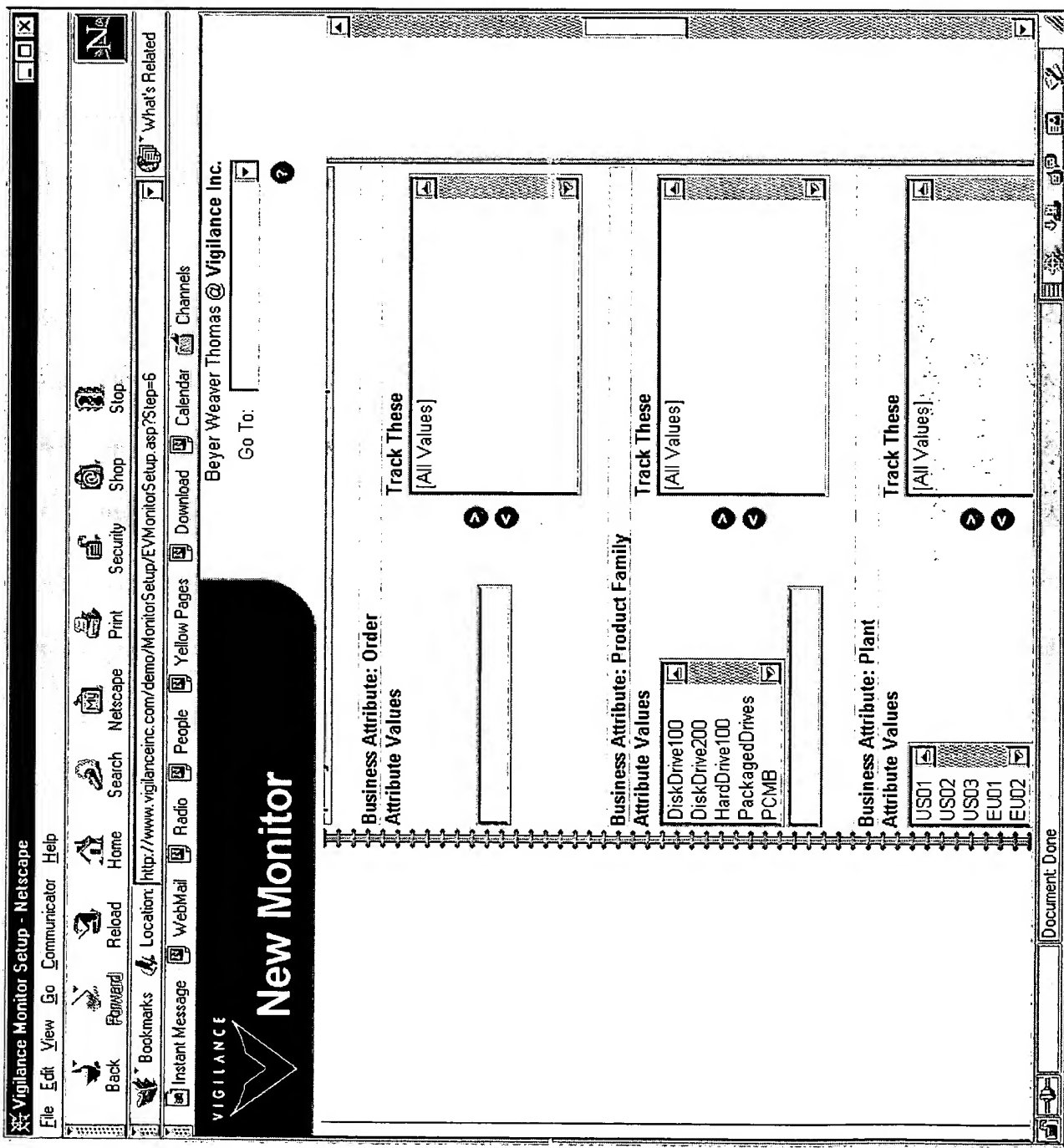


FIG. 24C



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FIG. 24D

Vigilance Monitor Setup - Netscape
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Location: <http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=6> What's Related

Bookmarks Instant Message WebMail Radio People Yellow Pages Download Calendar Channels

VIGILANCE
New Monitor

Beyer Weaver Thomas @ Vigilance Inc. Go To: ?

Edit Notification Message ?

☒ Use Default Message
☐ Customize the Message

Select Exception Properties For This Notification List ?

Priority: High ? Assign to: Beyer Weaver Thomas ?

Name Notification List ?

Notification List Name

Existing Lists For This Monitor

[No Existing Notification List]

FINISH LIST

Document Done



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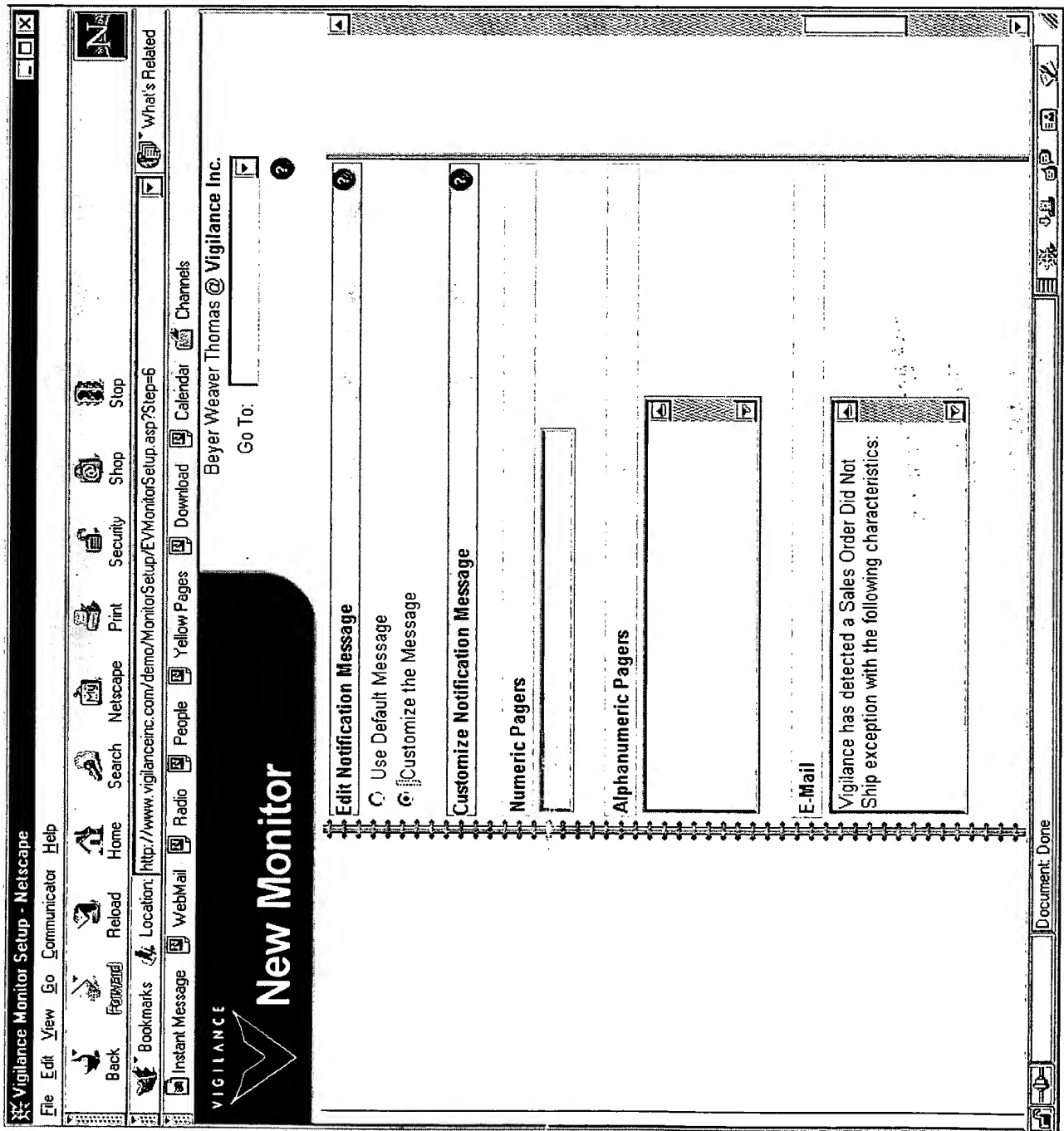


FIG. 24E



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Vigilance Monitor Setup - Netscape

File Edit View Go Communicator Help

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Bookmarks Location: <http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=6>

Instant Message WebMail Radio People Yellow Pages Download Calendar Channels What's Related

VIGILANCE

New Monitor

Beyer Weaver Thomas @ Vigilance Inc.

Go To:

Select Exception Properties For This Notification List

Priority: High

Assign to: Beyer Weaver Thomas

Name Notification List

Notification List Name

Existing Lists For This Monitor

[No Existing Notification List]

FINISH LIST

Document Done

FIG. 24F




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FIG. 25

Vigilance Monitor Setup - Netscape
File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Location: <http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=5>
Instant Message WebMail Radio People Yellow Pages Download Calendar Channels What's Related

**New Monitor**

Beyer Weaver Thomas @ Vigilance Inc.
Go To:

1 SELECT A MONITOR ITEM

2 SPECIFY BUSINESS ATTRIBUTES

3 SPECIFY MONITOR SETTINGS

4 EDIT NOTIFICATION LIST(S)

5 SAVE AND ACTIVATE

Monitor Name: [New Monitor]
Monitor Item: Sales Order Did Not Ship

STEP 4

Edit Monitor Details

Monitor Name

Existing Monitors

1stsl - Sales order on hold demo
Actual below .4 of forecast
CM-BacklogAging-30Day
CM-LatePO
CM-LateShip-OSD

Department (Optional)

✓ Step 5 - Save and Activate

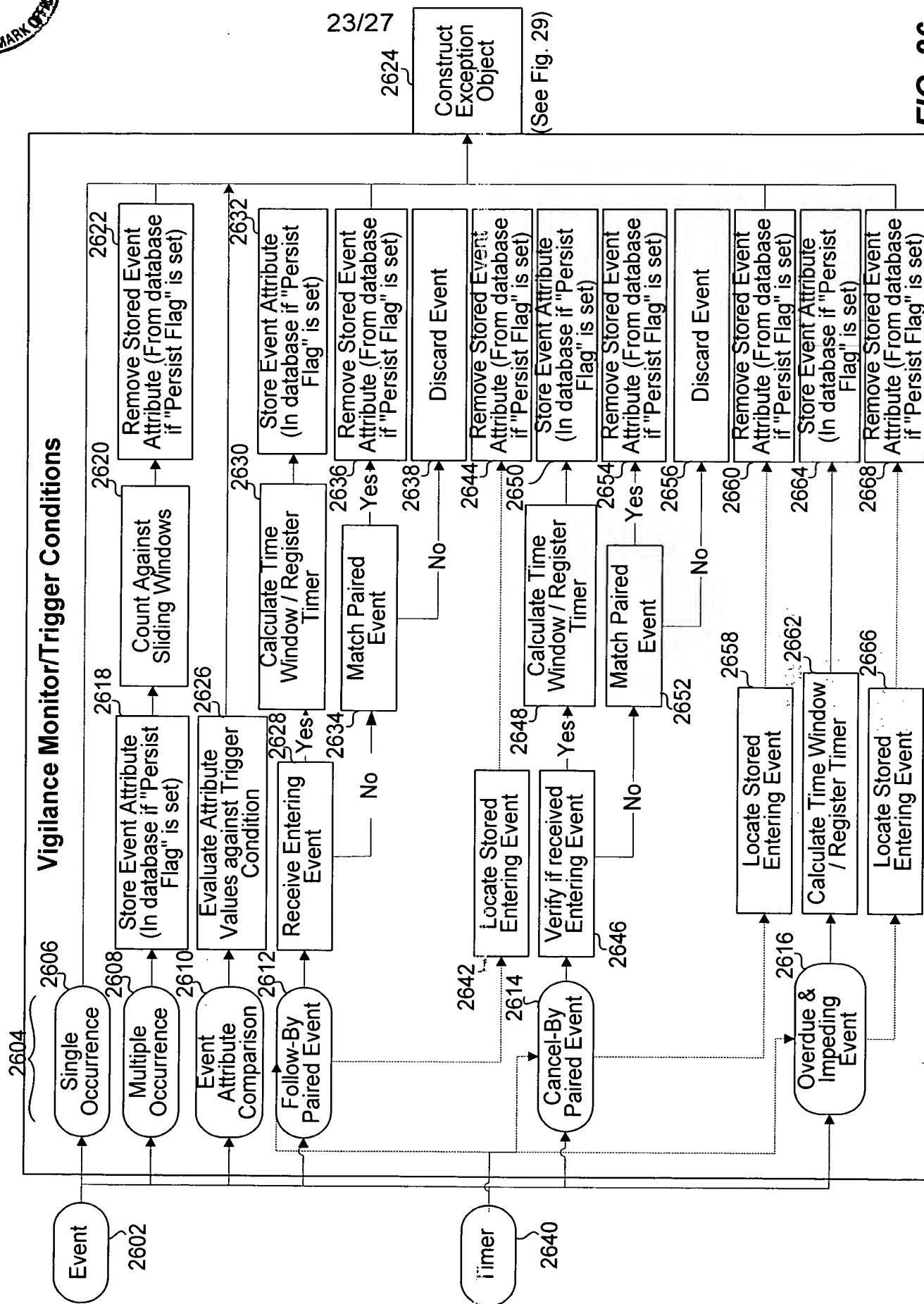
Choose a Monitor Name that is meaningful and will allow others to determine each Monitor's purpose.

Descriptive prefixes for Monitor Names are recommended to aid with identification and grouping (e.g. - IM - Lot on Hold > 2 hrs., PA - Goods Receipt <> Invoice Qty., etc.)

Monitor will take effect the first time the corresponding Database Adapter runs following activation. Consult the Vigilance Dictionary Editor or your Vigilance System Administrator for Adapter run times.

Document Done

Vigilance Monitor/Trigger Conditions





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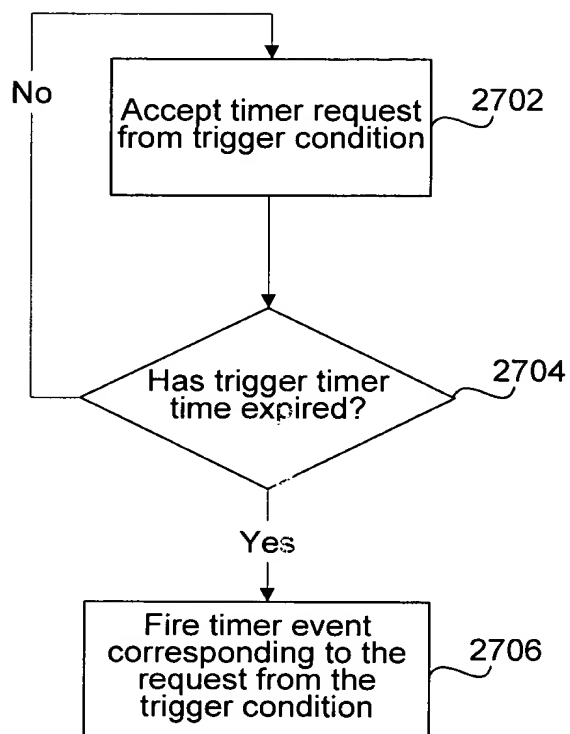


FIG. 27



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Monitor object

Monitor Name 2802
Monitor Author 2804
Condition 2806
One or more attributes 2808 (e.g., including one or more values)
Notification 2810
Assignment 2812

FIG. 28

Exception object

Exception identifier 2902	Exception description 2904	Event identifier 2906
Trigger condition 2908	Trigger type 2910	One or more attributes (e.g., business metrics) 2912
One or more attribute values 2914	Monitor name 2916	Monitor item 2918
Notification/exception 2920	Assign to 2922	Priority 2924
Detection time 2926	Analysis 2928	Analysis author 2930

FIG. 29

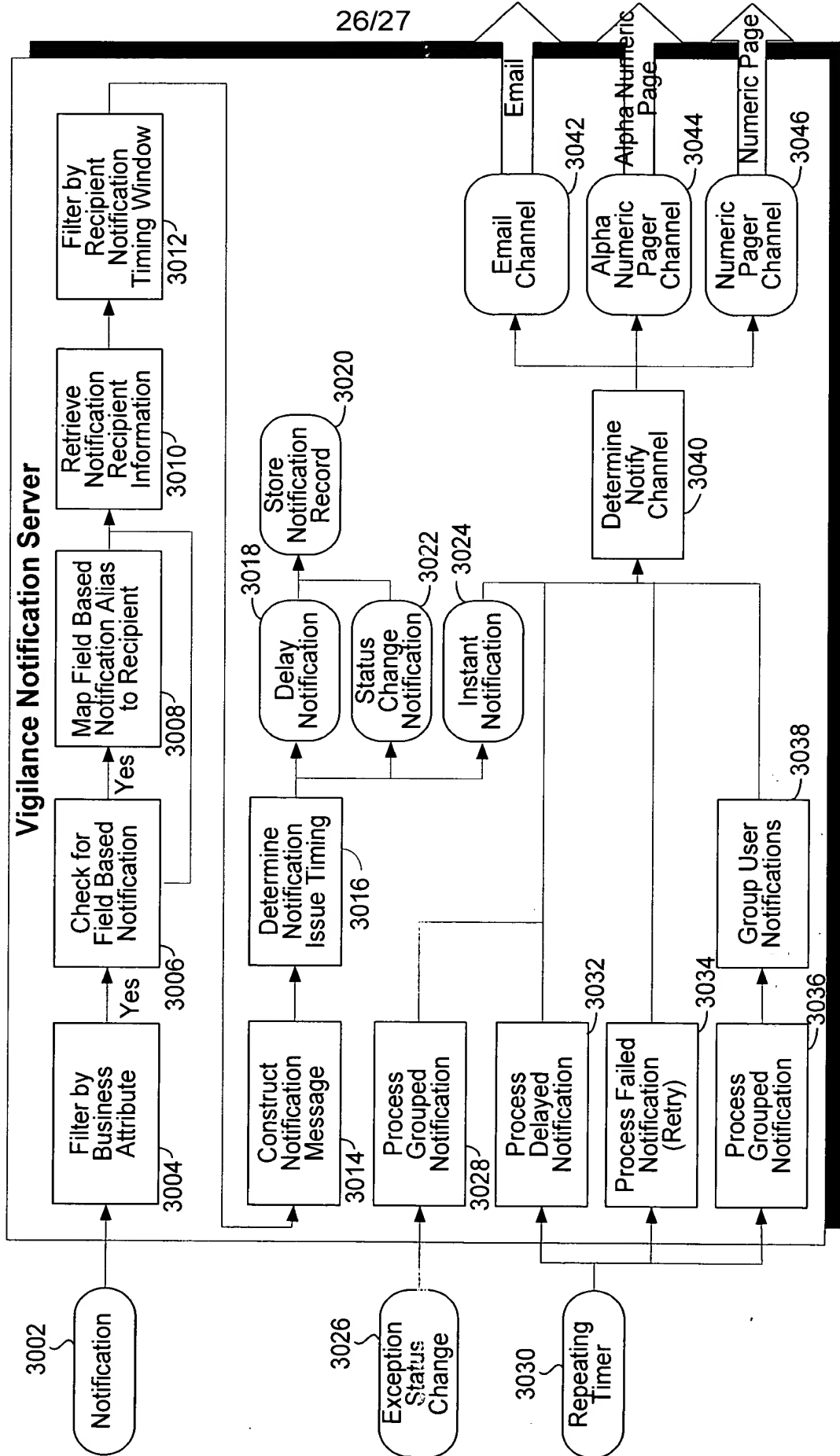


FIG. 30

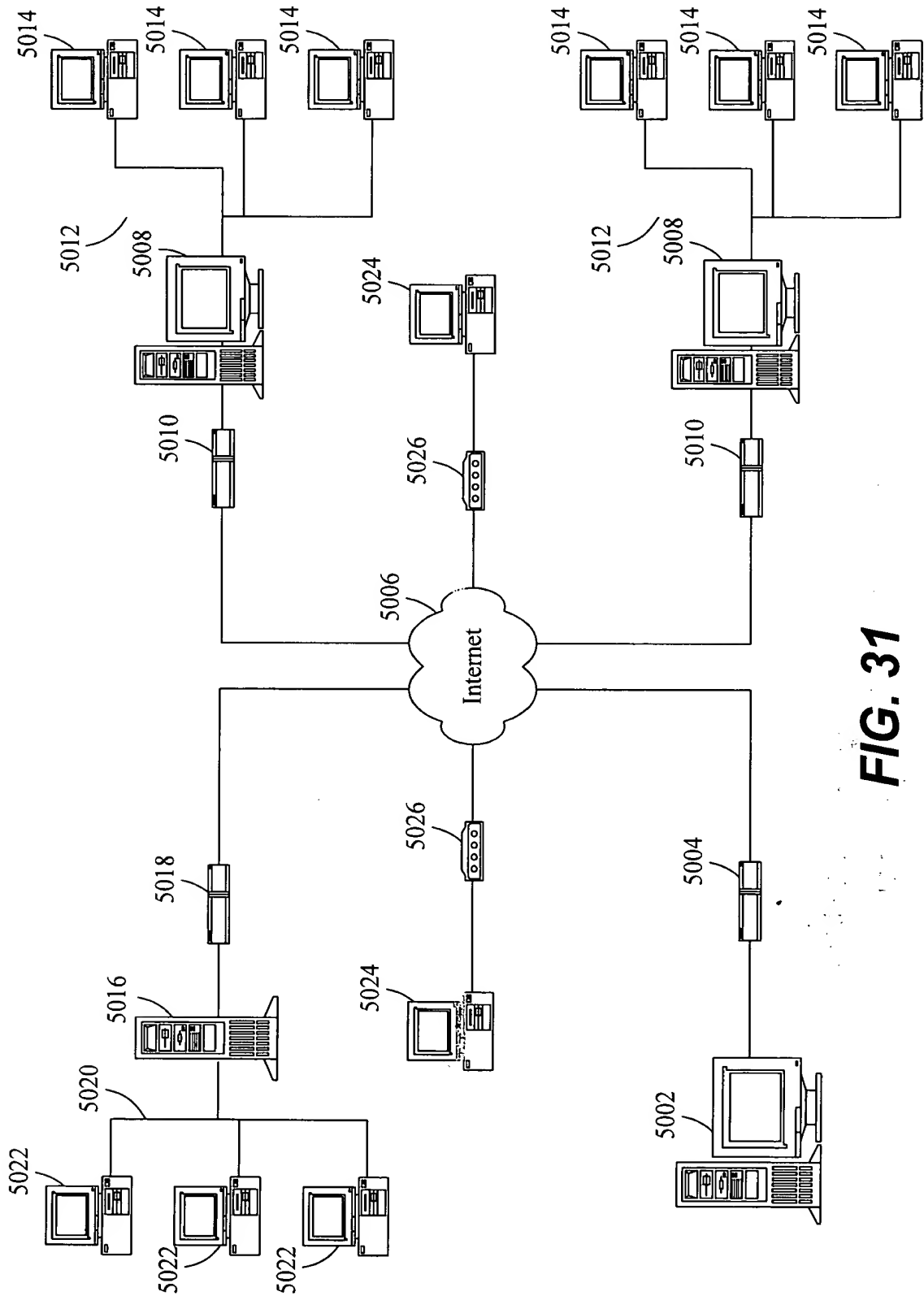


FIG. 31